

Abstract

A system and method for processing orders for telecommunication services received by a telecommunication services provider include receiving an electronic message in a first predefined format from a telecommunications customer, automatically processing the electronic message to identify information related to a telecommunications service offered by the telecommunications services provider, and automatically generating an order for the telecommunication service based on the information so as to reduce manual intervention. In one embodiment, the system and method automatically generate an order by separating information related to each telecommunication service from the electronic message and translating the first predetermined format into a second predetermined format to facilitate further processing by the telecommunications services provider. Information relative to the order is generated by the services provider and converted to the first format before being forwarded to the customer. The telecommunications services provider may communicate with the telecommunications customers using a TCP/IP connection.